

Emergency Preparedness & Response (EPR) Manager

Job Level	Level 4	Job reference no:	
		Role review date	
Directorate	Internal Services Directorate	Function	Professional Services
Service	Risk & Business Continuity	Reports to	Business Continuity & Resilience Manager

Scale and scope of role

Direct reports	None	Indirect reports	None
Budget responsibility / accountability	None	Accountable for other resources	None

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes, connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And, when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Emergency Preparedness and Response (EPR) Manager will project manage the workstreams, including governance and oversight to embed EPR on behalf of the EPR Working Group. They will work across teams and directorates to ensure implementation and delivery of the EPR workstream plans. The EPR Manager will support the design and implementation of regular training and exercising to test organisational resilience, response and recovery capability.

Key responsibilities

Organisational Preparedness

- Improve organisation-wide visibility and understanding of the emergency response capabilities we have and ensuring effective governance and oversight.
- Coordinate the creation of a comprehensive capability review with workstream leads and stakeholders to identify areas for development or investment, in order to assure readiness and our ability to operate in times of crisis.
- Collaborate with workstream leads to develop workforce mobilisation plans and capability, refine the Major Incident Response Plan, deliver horizon scanning documents.
- Ensure EPR follows best practice and is aligned to JESIP, UK National Risk Register, UK Civil Contingencies Act, UK Wider Resilience Structures, International Committee of the Red Cross (ICRC) and International Federation of Red Cross and Red Crescent Societies (IFRC).
- As needed, support on the business continuity approaches.

EPR governance and coordination

- Work with stakeholders and workstream leads to deliver a successful EPR programme of activity.
- Provide monthly reports on the status of the EPR workstreams to the EPR Steering Group.
- Ensure good running of EPR steering and working group meetings, including helping frame agendas, discussion points, prepare papers.
- Support the Business Continuity & Resilience Manager as an organisational focal point for EPR, able to cascade information between groups and link up various teams.
- Facilitate the development and maintenance of core EPR materials related to governance, including risk registers, policy papers, annual plans, budgets etc.
- Support the Business Continuity & Resilience Manager to monitor and report on EPR maturity and compliance to improve awareness and enable management oversight.

EPR Information Management

- Contribute to developing effective Information Management approaches for EPR, ensuring that appropriate information is accessible and stored in line with BRC policy and procedure.
- Facilitate the integration of Information Management approaches across different departments to ensure alignment and consistency.
- Assist in creating regular reports and materials that showcase the plans and achievements of EPR to a broad audience.

EPR training and exercises

- Help to define, create and deliver an EPR training and exercising programme to support organisational resilience, in partnership with key stakeholders.
- Alongside the working group, develop schedules and plans for training and exercises that ensure appropriate expertise of EPR exists in the organisation.
- Support the Business Continuity & Resilience Manager to ensure that continuous learning is extracted from all EPR testing and simulation exercises, and these are fed into future plans.

Major incident response

- Support Tactical & Strategic Leads and coordination groups in the event of an emergency or major disruption by ensuring that EPR tools and approaches are adhered to and capture real time data that will allow for effective learning and reviews.
- Provide additional support to operational and coordination teams in the event of an emergency.
- Following a major crisis, Support the Business Continuity & Resilience Manager on the collation of learning reviews and reports, and ensure these are circulated widely.

Team Member

- Actively participates in all team meetings.
- Supports other team members.
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role.

England and Wales – Disclosure and Barring Service (DBS)
None
Scotland
None
Northern Ireland
None

Drivers Check - Required – No

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential <ul style="list-style-type: none"> Knowledge of emergency preparedness, resilience and response. Expertise in emergency response in a complex, multi-site organisation. Effective communication skills, both written and oral, and good interpersonal skills including tact and diplomacy. Proactive self-starter who takes personal responsibility for achieving tasks and own learning and development. Ability to use own initiative, work under pressure and solve problems. Excellent organisation abilities. Programme/Project management qualifications or experience. Computer literate, knowledge of MS Office packages including Excel and PowerPoint. Ability to manage sensitive and confidential information appropriately. Ability to use own initiative, work under pressure and solve problems. Time management skills, working to fixed deadlines, able to plan and prioritise work and conduct multiple tasks concurrently. Able to work independently as well as part of a team. Desirable <ul style="list-style-type: none"> Educated to degree standard or equivalent, i.e., experience in emergency planning, business continuity or similar field. Knowledge of JESIP, UK National Risk Register, UK Civil Contingencies Act, UK Wider Resilience Structures, ICRC and IFRC. 			

<ul style="list-style-type: none"> Knowledge of MS Office packages including Power BI and CoPilot. 			
Experience	S	I	A
Essential <ul style="list-style-type: none"> Experience in preparing, testing and evaluating emergency / contingency plans and emergency preparedness and response in a complex, multi-site organisation. Experience of developing and maintaining professional working relationships across a complex organisation Experience of implementing projects successfully. Experience of working with minimum supervision. Desirable <ul style="list-style-type: none"> Experience of managing the emergency response to major incidents at an organisational level. 			
Additional requirements			
Essential <ul style="list-style-type: none"> Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. Desirable <ul style="list-style-type: none"> - 			
Values in Action			
Dynamic - We move forward as one team. <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. Compassionate - We stand for kindness. <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. Inclusive - We are open to all. <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. Courageous - We are bold. <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.